

# VIRTUAL MEDICINE

JUST CLICK FOR CARE THAT'S QUICK



## WHAT IF?

- **You feel a bad cold coming on.**  
Your primary care doctor is booked solid today and you don't want to wait for an appointment.
- **You're traveling with your kids.**  
What you thought was an earache from a long flight seems to be getting worse after you've been on the ground a while.
- **You have an itchy rash that is spreading.**  
You need to see a dermatologist but can't get an appointment for three weeks.

When you and your family need quick care for minor illnesses, virtual medicine is a convenient option.

## GET STARTED TODAY!

And you will be ready when you need it. It's easy to start taking advantage of virtual medicine. Just register online. See back for details.

## HOW VIRTUAL MEDICINE WORKS

You can use online video 24 hours a day, 7 days a week to visit U.S. board-certified, state-licensed doctors who can diagnose, recommend treatment and prescribe medication, when appropriate, for minor medical issues like:



- Cold and flu
- Rashes
- Pinkeye
- Headaches

And you can even schedule virtual behavioral health appointments for issues like depression, anxiety and relationship challenges.

In emergency situations, such as heart attack or stroke symptoms, always go to the emergency room or call 911.

# YOUR OPTIONS

Virtual visits are covered in the same way as they would be if you received in-person care.\*

<p><b>Minor Illnesses</b></p>	<p>24/7 access to U.S. board-certified doctors for minor illnesses.</p>	 <p><b>Dr DOCTOR ON DEMAND</b> doctorondemand.com</p>  <p><b>amwell</b> amwell.com</p>
<p><b>Behavioral Health</b></p>	<p>Virtual Behavioral Health is available for reliable and convenient scheduled therapy visits with certified therapists.</p>	
<p><b>Skin, Hair and Nail Issues</b></p>	<p>Have a rash, mole or other skin, hair or nail issue you're concerned about? Don't want to wait for a dermatologist appointment? With DermatologistOnCall, you can take pictures of your symptoms and send these pictures to a consulting dermatologist through a secure website.</p>	<p><b>DermatologistOnCall®</b> dermatologistoncall.com</p>
<p><b>Specialist Follow-Up Visits</b></p>	<p>After you see a specialist in person, you can take advantage of virtual visits for any follow-up visits needed. These visits take place in real time at a primary care provider's office, outpatient clinic or other location close to you that has the equipment needed for virtual visits.</p>	<p><b>NETWORK DOCTORS</b> If they have virtual medicine capabilities**</p>
<p><b>Primary Care Visits</b></p>	<p>If your doctor has virtual medicine capabilities and chooses to use this service, you may be able to visit your primary care doctor virtually.</p>	

\*\*Also includes dermatologists and behavioral health providers.



## Have Questions?

If you have any questions, call the toll-free number on the back of your member ID card.

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\*All benefits under your health plan are subject to the terms of the benefit agreement and applicable state law.

To find more information about Highmark's benefits and operating procedures, such as accessing the drug formulary or using network providers, please go to [DiscoverHighmark.com/QualityAssurance](http://DiscoverHighmark.com/QualityAssurance); or for a paper copy, call 1-855-873-4108.

To determine the availability of telemedicine services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions.

Highmark does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan, including enrollment and benefit determinations.

We are committed to providing outstanding services for our applicants and members. If you require special assistance, including accommodations for disabilities or limited English proficiency, please call us at 1-800-876-7639 to request these free services (TTY/TDD users may call 711).

